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August 15, 2011

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

SUBJECT: **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER NO. 06-2299**

This is to advise you of my intent to request that the Internal Services Department (ISD) amend the Information Technology Support Services Master Agreement (ITSSMA) Work Order 06-2299, with Rydek, Inc., to extend the term through October 31, 2012 and increase the total maximum amount by \$200,000, from \$299,000 to \$499,000.

Governmental mandates require that the Department of Public Health (DPH) must implement sufficient security measures on the DPH Wide Area Network (WAN) and Local Area Networks (LANs). As part of the overall design, DPH has implemented a secure network using firewalls to secure specific segments of the network.

Consultant services will be provided under the direction of the Public Health Departmental Information Security Officer (DISO). The DISO has responsibility for Departmental compliance with HIPAA, as well as County and DPH IT Security Policy compliance, risk assessment and evaluation, audits, information dissemination, information security training and awareness, and information security policies, procedures, and standards.

The County Chief Information Security Officer (CISO) continues to release new security initiatives, notably vulnerability scanning and endpoint protection, as well as new security standards, such as passwords and patch management. DPH has limited resources to ensure the appropriate planning, testing, implementation, and assessment of these initiatives, and requires the assistance of a qualified security Consultant.

Under this Work Order, the vendor will assist DPH to comply with the County IT Security Policies including:

- **Security Assessment and Risk Analysis** – Continue overall Security Assessment and Risk Analysis, including an estimate of the number of hours needed to accomplish each task.
- **Reports** – Review and update assessment, gap, threat, and vulnerability reports documenting risks and areas requiring improvement. The review, analysis, and assessment of administrative vulnerabilities must be described in the reports.
- **Procedures and Standards** – Develop Information Security self-assessment procedures and standards in support of current DPH IT Security Policies.
- **Mentoring and Knowledge Transfer** - Includes working with DPH technical staff and facilitating the transition of support responsibilities to DPH technical staff.

JUSTIFICATION

The amendment of the referenced Work Order is needed to continue highly skilled support for DPH which is critical to the Department's Information Security Program.

DPH does not currently have staff with the requisite security compliance experience or knowledge to perform the required tasks. The two Information Systems employees assigned to IT Security are on medical leave, thus, unavailable to perform the critical security duties. Additionally, the remaining staff member assigned to IT Security, a contractor, has left, which has resulted in a severe lack of continuity and knowledge of key security functionality in DPH. If these specialized services and skills of the Consultant in this Work Order are not obtained, DPH's ability to effectively secure its network, including meeting regulatory requirements and County standards, will be compromised.

The services provided by the Consultant are critical to DPH's ability to secure Information Technology resources, most notably Protected Health Information (PHI). These services are also needed due to new regulatory requirements, such as the Health Information Technology for Economic and Clinical Health Act or the HITECH Act, and the Department of Health and Human Services (HHS) recently proposed modifications to the HIPAA Privacy & Security Rules implementing the HITECH Act. The regulations impose new and stricter personal health information privacy and data security requirements for Covered Entities.

The Consultant's hourly rate of \$102.50 per hour for this Work Order will remain the same through the extended term of the Work Order. Sufficient funds for this Work Order are available in DPH's budget.

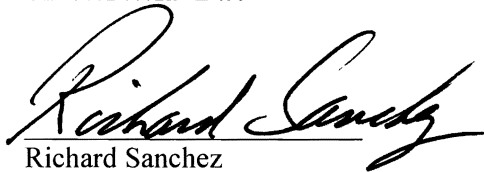
Consistent with ITSSMA policies and procedures, I am informing your Board of my intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the amendment of this Work Order.

If you have any questions or need additional information, please let me know.

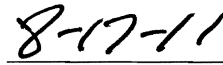
JEF:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

REVIEWED BY:

A handwritten signature in black ink, appearing to read "Richard Sanchez", written over a horizontal line.

Richard Sanchez
Chief Information Officer

A handwritten date "8-17-11" in black ink, written above a horizontal line.

Date